

Objectives The Coaching And Mentoring course focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

Prerequisites There are no prerequisites for this course.

Duration 1 day

The topics covered on the course are,

1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

2 Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

3 Setting Goals

- Goals in the context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

4 Understanding the Reality

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

5 Developing Options

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

6 Wrapping it All Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

7 The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

8 Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

9 Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

10 Reaching the End

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

11 How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations